Boarding & Cleaning Requests Received
Codes & Regulations
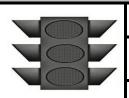
LouieStat

KPI Owner: Darrell Coomer | **Process: Property Maintenance**

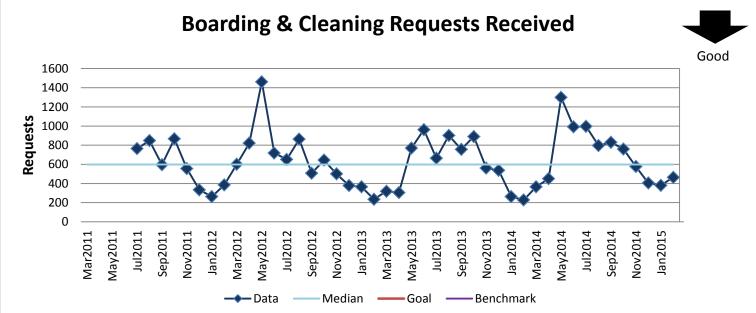| Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY12 Monthly average: 685 requests Goal: N/A - Input Measure Benchmark: N/A	Data Source: Hansen Goal Source: N/A Benchmark Source: N/A	N/A - Input Measure Measurement Method: The total number of requests received for boarding, cleaning and cutting of vacant and abandoned properties Why Measure: Quantify the workload driven by citizen requests Next Improvement Step: N/A - Input Measure

How Are We Doing?

Mar2014-Feb2015 12 Month Goal	Mar2014-Feb2015 12 Month Actual		Feb2015 Goal	Feb2015 Actual	
TBD	**7,949**		**TBD**	**464**	
Requests	Requests		Requests	Requests	

Boarding & Cleaning Requests Received

Good ↓

Legend: Data — Median — Goal — Benchmark

Root cause analysis is not applicable for in input/demand for service measure.